

Virginia Beach Area Local Human Rights Committee
Minutes
Friday, February 15th, 2013

The quarterly meeting of the Virginia Beach Area Local Human Rights Committee was held on Friday, February 15th, 2013, in the conference room in the CAI office in Virginia Beach, VA.

Members Present:

Shaunna Robey- LHRC
Linda "Trink" Dahl-Prince-LHRC
Joseph Yule-LHRC

Members Absent:

John Winfield-LHRC

Others Present:

Stewart Prost- OHR
Melissa Constantine-Chesapeake CSB
K. Huckoby- Chesapeake CSB
Crystal Ferrara-Virginia Beach DHS
Robin Kimball- Virginia Beach DHS
Robin Haverty-Hope House Foundation
Pamela Little-Community Alternatives
Lora Rose- Community Alternatives
Melissa Nugent-Burke Family Care LLC
Shareem Owens-Eagles Nest LLC
Jane Sinnott-Virginia Beach DHS
Chris Davis- Virginia Beach DHS
Carrie Criddle- Hope House Foundation
Debra Wharton- Eastern Shore CSB
Candice Hassell-Community S.H.A.R.E., LLC
Travis Davis-Refuge Manor at Llewellyn
Kenneth Moody- Lifting As We Climb
Melinda Baker-Norris- Community Alternatives

Absent:

Michael Burke-Burke Family Care LLC
Jayson Johnson-Community S.H.A.R.E., LLC
Cynthia Moore-U First, Inc.
Thabit Jelani- U First, Inc.
M.J. Jarding-Refuge Manor
Donna Kellam-Eastern Shore CSB
Brenda McGee-Chesapeake CSB
Keya Mitchell-Chesapeake CSB
Dawn Hardman-Virginia Beach DHS
Felita Davis-Refuge Manor
Vina Callahan-Mobile Mental Health
Tamara Coleman-Community Alternatives, Inc

Susan Henderson-Hope House Foundation
Dee Keenan-Virginia Beach DHS
Jonina Moskowitz-Virginia Beach DHS
Debra Waters-Chesapeake CSB
Shawn Beasley-Blueprints for Youth and Families
Karen Smith-Paradigm House
Rhonda Wood-Mobile Mental Health
Timothy James
Hamdiya Moore

Call to Order

The meeting was called to order at 9:01 am, Trink Dahl-Prince presiding.

Announcements

No announcements were made.

Approval of the Agenda

A motion was made to approve the February 15th, 2013 agenda. Motion seconded and carried.

Approval of Minutes

A motion was made to adopt the October 19th, 2012 minutes as corrected. Motion seconded and carried.

Public Comment

There was none.

Advocate Report

Mr. Prost began the meeting by announcing that Trink Dahl-Prince has agreed to serve as Chairperson for the Virginia Beach LHRC for a second term.

Mr. Prost noted that currently, this LHRC has one general vacancy which needs to be filled as soon as possible. He explained that this vacancy can be filled by anyone who is interested in being a part of the committee.

Shaunna Robey, LHRC committee member, will be completing her second term at the end of June 2013. Shaunna Robey is a health care professional therefore; her post must be filled by another health care professional. Because Trink Dahl-Prince is also a health care professional and has already agreed to serve a second term, she will fulfill that regulation. This leaves one general vacancy which must be filled by the start of July 2013.

Prost reminded the LHRC affiliates not to send any identifiable information through mail or email. He asked that names be removed from all provider reports.

Mr. Prost announced the start of a new program called CHRIS, Comprehensive Human Rights Information System. This is an online system which will be used for initial reporting of abuse allegations and complaints. Providers will use Delta to access CHRIS. Providers must notify CHRIS within 24 hours of the alleged complaint or abuse allegation or by the next business day if the incident occurs over the weekend. Cases should be resolved within 5 working days. Providers will enter the complaint or

allegation into CHRIS rather than faxing these complaints or allegations to the local advocate's office. Instead of the provider closing the case, local advocates will now be responsible for closing the case. Providers are still responsible for faxing the complaint/allegation report to the local advocate's office. Mr. Prost noted that there are training modules on the website to learn how to use this new system. Mr. Prost informed the committee that CHRIS will be launched in three phases:

Phase 1: state operated facilities, CSB's, large providers (March 26th start date)

Phase 2: all providers of ID services (May start date)

Phase 3: the remainder of health providers (mid-summer start date)

The committee and affiliates discussed the options of possibly using CHRIS in the future to help create provider quarterly reports and/or allow the committee members to access CHRIS to see the abuse/complaint allegations instead of mailing these reports prior to each LHRC meeting.

Mr. Prost reviewed the processes for complaint reporting and abuse reporting for the affiliates. He noted that this information can be found on the DBHDS website.

He noted that complaint reporting is identified as either informal or formal. An informal complaint occurs when a solution between the provider and complainant is met within the five business days allotted for resolution. If a resolution is not met within five business days; however, the complainant has agreed to extend the resolution time, the complaint is still considered informal.

A formal complaint occurs when a complaint is made and a resolution is not met within five businesses days. The provider is responsible for providing a report within ten business days of the complaint being made.

Mr. Prost reviewed the steps necessary for abuse reporting. He explained that the LHRC must be notified of the alleged abuse allegation within twenty four hours. He instructed the provider to contact both the Department of Social Services and the police accordingly. An investigation should be launched within twenty four hours of the allegation being made. Mr. Prost stated that the investigation should be completed within ten business days and a findings report provided to the LHRC and the persons involved. The report should provide an action plan. Mr. Prost added that the findings of the investigation cannot be appealed; however, the action plan can be.

Provider Reports

- CAI-14 abuse allegations- 1 physical, 3 cases of negligence, 8 neglect allegations, 1 peer negligence, 0 complaints.
- Burke Family Care-No incidents of abuse or complaints.
- Eeagles Nest-7 individuals served. No incidents of abuse or complaints.
- Chesapeake CSB-2753 individuals served, 3 abuse allegations: all closed- 1 physical and 2 neglect, 5 complaints: 1 resulting in violations, all closed- 1 formally and 4 informally.

- Hope House-4 abuse allegations: all have been closed, 2 for neglect, 2 peer to peer, 1 was founded.
- Virginia Beach DHS-4 abuse allegations: 2 closed and 2 are pending, 1 verbal: founded, 2 neglect, 1 exploitation, 8 complaints: 3 human rights violations, all 8 were closed through the informal process below Directors level.
- Lifting As We Climb Community Services-46 individuals served, 0 allegations of abuse or neglect.
- Community S.H.A.R.E., LLC-0 individuals served, license has been received. No allegations of abuse or complaints.
- Paradigm House- No allegations of abuse or complaints.
- Eastern Shore CSB-1384 individuals served this quarter, 5715 individuals served for the year, 0 cases of abuse/complaints
- Refuge Manor- 0 individuals served while awaiting approved license, No incidents of abuse or complaints.

New Business

The Virginia Beach Department of Human Services made two requests for affiliation. The first request was made by Robin Kimble, of the Indian River ICF, for affiliation to the LHRC for a location to serve individuals coming from institutions. The new facility is located on the same property and consists of two five bedroom homes. This facility would serve folks with Intellectual Disabilities and chronic health care conditions. Ms. Kimble noted that this facility would operate under the same rules as the other ICFs and reporting would be made by the Virginia Beach DHS. The second request for affiliation was made by Chris Davis, Va Beach DHS, for a new location which would provide day support for folks with a mental health primary diagnosis with a secondary diagnosis of an Intellectual Disability. This location would operate under the spectrum of the Va Beach DHS and staff will be trained to support both mental health and ID.

A motion was made, seconded and approved to confirm the affiliation of two new Virginia Beach DHS locations to the Virginia Beach LHRC.

The Recovery Center requested approval regarding a revision made to their "Lights Out" policy. The change was regarding a rule of conduct within the policy.

A motion was made, seconded and approved to confirm this change of policy.

The Eastern Shore CSB requested approval regarding a change to transportation pick up in the morning. The change requests that those individuals needs transportation to the club house in the morning must call requesting a ride by 7 am instead of 7:45 am. Another change request is in regards to begging in public and at the clubhouse. The change states that the first time that this behavior is demonstrated a warning will be issued. The second time this behavior is demonstrated, the individual will be asked to stay home for one day. A final change request states that patrons of the clubhouse are asked to call confirming that he or she plans to attend that day or not.

Mr. Prost questioned if feedback from the individuals who attend the clubhouse has been collected. The committee requested that the provider address these changes with those being served for feedback and bring that to the next LHRC meeting.

A motion was made, seconded and approved to pass the policy change requests of the Eastern Shore CSB provided that a feedback report will be presented at the next LHRC meeting.

Community SHARE LLC requested that the LHRC review the changes to their Behavioral Management Policy.

A motion was made, seconded and approved to pass the changes to the Community Share LLC Behavioral Management Policy.

Melissa Constantine, Chesapeake CSB, requested affiliation of a new program to their existing license. This program will be located at Maryview Hospital in Portsmouth, VA and will be called Safe Harbor.

A motion was made, seconded and approved to confirm affiliation of the Safe Harbor program under the Chesapeake CSB license to the Virginia Beach LHRC.

Old Business

None to review at this time.

Adjournment

The Friday, February 15th, 2013 LHRC meeting adjourned 12:15 pm.